

## “Friendly Phones” Our Vision

- Meet your needs when you call the Durham VA Medical Center.
- Make it easy to reach your health care team.

## How You Can Reach Us

- You can call the phone number for your clinic.
- You can dial the main number located on the front of this brochure.
- If you are a registered and in-person authenticated user of *My HealthVet*, you can send a Secure Message by computer. Register on line at: [www.myhealth.va.gov](http://www.myhealth.va.gov)

## How to Sign Up for Email Updates

Veterans and their families can sign up for email updates from their VA Medical Center and other Veterans Health Administration program offices.

- Log on to the Durham VA Medical Center’s home page at [www.durham.va.gov](http://www.durham.va.gov).
- Find the Email Updates box on the right side of the page. Enter your email address. Then click “Sign Up”.
- On the “New Subscriber” page, check the box to receive email or text messages. Enter your email address and click Next.
- After you have subscribed, click the “More Topics” box to see other choices that might be of interest. Click the topics you like and follow the prompts to guide you.

VA Medical Center  
Durham, NC



## Telephone Guide for Our Veterans

### Durham VA Main Number

1-919-286-0411

or Toll-free

1-888-878-6890

## How to Use the Phone Guide

If you have questions or need care between visits, call your Primary Care Team during clinic hours. The **Patient Aligned Care Team (PACT)** main numbers are listed.

To reach other hospital services or staff, call the main number, 1-919 286-0411 or 1-888-878-6890 , and follow the prompts:

- ☐ Prompt 1: If you are experiencing an emotional crisis...
- ☐ Prompt 2: For the Medical Center address, hours and special messages...
- ☐ Prompt 3: For information about your medications or to hear a listing of future appointments...

NOTE: You will need your full SSN to access the automated refill and appointment lines.

- ☐ For all other calls, press "0" or stay on the line.

## Important Phone Numbers for You

<b>Patient Aligned Care Teams (PACT)</b> <b>Clinic Hours: 8:00AM – 4:30PM</b> <b>Monday – Friday, except on Federal Holidays</b>	
<b>PACT - Prime</b>	1-919-416-8090
<b>PACT - Women's Health</b>	1-919-416-8091
<b>PACT - 8A</b>	1-919-416-8092
<b>PACT - Hillandale</b>	1-919-383-6107
<b>PACT - Raleigh</b>	1-919-212-0129
<b>PACT - Greenville</b>	1-252-830-2149
<b>PACT - Morehead City</b>	1-252-240-2349

Learn how to reach your provider with **Secure Messaging** (on-line email). For help, call the My HealtheVet Coordinator at:

1-919-286-6813  
Or Toll Free for NC Residents  
1-888-878-6890 Ext: 6813

### Emotional and Mental Health Support

If you or your loved one

- ✓ has **an emotional crisis**, immediately call:

**VA National Crisis Hotline**

**1-800-273-8255**

- ✓ **need services** from the **Durham VA Mental Health Call Center**, call the hospital main number:

1-919-286-0411  
or Toll Free for NC Residents  
1-888-878-6890

Press "1" for help

**For Pharmacy Refills**, dial

1-888-878-6890

Prompt 3 will allow you to check on the status of your medication or request a refill.

**For questions about your medical bills**, call VA Billing:

1-866-290-9438

